

INCIDENT

an existing component or function is no longer working or is degraded in quality (i.e. something is broken and in need of repair)

Submitted By: *End User*

Submittal Path(s):

End User



WEB

Report-A-Problem

<https://www2.illinois.gov/sites/doit/support/Pages/ReportAProblem.aspx>

OR

Telephone

Springfield: 217-524-3648

Chicago: 312-814-3648

SERVICE REQUEST

obtain new service, modify an existing service, or discontinue a service (i.e. receive a new component or function, change an existing component or function, or disable/delete an existing component or function)

Submitted By: *Agency Technology Service Requester*

Submittal Path:

End User



Agency Technology Service Requester



REMEDY OnDemand

GOVERNANCE

a significant service effort based on number of affected users, time to execute, and/or cost. Qualifying guidelines are as follows:

- *Add or modify business functionality*
- *Move to new or updated technology platform*
- *Replace existing system*
- *System in/out-sourced*
- *Enterprise (multi-Agency) implications*

Submitted By: *Business Owner*

Submittal Path:

Business Owner



EPM Portal

<https://gov2.portal.illinois.gov/sites/epm/Pages/Resources.aspx#>